



TRICARE

Your Military Health Plan

Behavioral Health Care Services

Version 2
(Revision: 05/31/05)



Referrals and Authorizations

- **Referral:** The act or instance of referring a beneficiary to another authorized provider for necessary medical or behavioral health care treatment.
- **Prior Authorization:** A decision issued electronically or in writing that states TRICARE will cover services that have not yet been received. Failure to obtain a prior authorization when required will result in a denial of payment for those services.



Active Duty Service Members (ADSMs)

- Must seek care at a military treatment facility (MTF)
- May be referred to a civilian provider if MTF availability is limited
- If enrolled in TRICARE Prime Remote (TPR) services may be authorized by your SPOC



TRICARE Prime Beneficiaries (Except ADSMs)

- Entitled to eight (8) initial outpatient visits per fiscal year (Oct. 1–Sept. 30)
- No prior authorization required
- No primary care manager (PCM) referral is needed
- Must seek care from a TRICARE network provider
- Prior authorization is required after the eighth (8th) visit



TRICARE Standard and ~~TRICARE Extra Beneficiaries~~

- No referrals required for any outpatient visits
- Entitled to eight (8) initial outpatient visits per fiscal year without authorization
- Prior authorization is required after the eighth (8th) visit
- Seeking care from a TRICARE network provider will reduce your out-of-pocket costs under the TRICARE Extra option



Beneficiaries Eligible for Both TRICARE and Medicare

- Medicare is the primary payer
- No referrals or prior authorization needed for outpatient or inpatient behavioral health care services
- When Medicare benefits are exhausted, TRICARE becomes the primary payer
 - Prior authorization is required from your TRICARE regional contractor



Behavioral Health Care Providers

- Psychiatrists (M.D., D.O.)
- Clinical Psychologists (Ph.D.)
- Certified psychiatric nurse specialists (PNS)
- Master's-level clinical social workers (MSW)
- Certified marriage and family therapists (MFT)
- Pastoral counselors & Mental health counselors*

**with physician referral and supervision*



Overview of Costs and Fees

Program	Active Duty Costs	Active Duty Family Member	Retirees and others
Prime	\$0	No deductible No copayment	No deductible \$25 copayment
Extra	N/A	Cost-share after deductible is met 15% of negotiated rate	Cost-share after deductible is met 20% of allowable charge
Standard	N/A	Cost-share after deductible is met 20% of negotiated rate	Cost-share after deductible is met 25% of allowable charge
TPR/ TPRADFM	\$0	\$0	N/A



TRICARE Covered Outpatient Services

- **Outpatient Services**
 - Individual Therapy
 - Family Therapy
 - Collateral Visits
 - Play Therapy
 - Psychoanalysis*
 - Psychological Testing*

**Prior authorization required*



TRICARE Covered Inpatient Services

- **Inpatient Services**

- Acute Inpatient Psychiatric Care
- Psychiatric Partial Hospitalization
- Residential Treatment Center (RTC) Care
- Substance Abuse
 - Detoxification
 - Rehabilitation



Accessing Care and Obtaining Prior Authorization

Contact your TRICARE Regional Contractor or TRICARE Area Office (TAO):

- To find out more information about your benefits
- Find a behavioral health care provider in your area
- Your behavioral health care provider is responsible for obtaining prior authorization for additional visits



TRICARE South Region Contractor

**Humana Military Healthcare Services,
Inc.**

www.humana-military.com

1-800-444-5445

Behavioral Health Subcontractor:

ValueOptions

1-800-700-8646



TRICARE: Behavioral Health Care Services

Version 2 (Revision: 05/31/05)

12

TRICARE North Region Contactor

Health Net Federal Services, Inc.

www.healthnetfederalservices.com

1-877-TRICARE (1-877-874-2273)



TRICARE: Behavioral Health Care Services

Version 2 (Revision: 05/31/05)

13

TRICARE West Region Contractor

TriWest Healthcare Alliance

www.triwest.com

1-888-TRIWEST (1-888-874-9378)



TRICARE: Behavioral Health Care Services

Version 2 (Revision: 05/31/05)

14

Accessing Care in the TRICARE Pacific Region

- **TRICARE Pacific**—includes Guam, Japan, and Korea
- Call 1-888-777-8343, option 4 for assistance
- ValueOptions 1-800-700-8646



Accessing Care in the TRICARE Europe Region

TRICARE Europe—includes Europe, Africa, and the Middle East

- To contact TRICARE Europe:
 - DSN 496-6362
 - 00-49-(0)6302-47-6362
 - From CONUS: 1-888-777-8343
 - www.europe.tricare.osd.mil/main/mental_health
- You may be referred to ValueOptions if needed care is not available in Europe.
 - 1-800-700-8646
 - www.humana-military.com



Accessing Care in the TRICARE Latin America and Canada (TLAC) Region

TRICARE Latin America and Canada—includes all of Latin America (except Panama; includes the Caribbean Basin), Canada, Puerto Rico, and the Virgin Islands

- Call ValueOptions
 - 1-800-700-8646
- Exceptions apply to beneficiaries in Guantanamo Bay, Cuba (GTMO)
 - Active duty service members and family members in GTMO must seek care from the Naval Hospital



Seeking Care in Puerto Rico

- Active duty service members may not self-refer for any behavioral health care
- Contact nearest MTF
or
- TRICARE Area Office
 - 1-888-777-8343, option 3
 - 1-706-787-2424
- All other TRICARE Prime beneficiaries
 - Humana Military Healthcare Services
Puerto Rico Call Center 1-800-700-7104



Seeking TRICARE Global Remote Overseas Health Care (TGRO)

TRICARE Global Remote Overseas—
includes Central/South America, the
Caribbean Basin, and the U.S. Virgin Islands

- TRICARE Area Office
 - 1-888-777-8343, option 3
 - 1-706-787-2424
- TRICARE Latin America and Canada (TLAC) PCM Call Center
 - 1-800-834-5514



Seeking Care in Canada

- Active duty service members and family members should seek care through the Canadian Forces Health Facility (CFHF)
- If care is not available from the CFHF, all care will be obtained from civilian providers or facilities



Things to Remember When Seeking Behavioral

Health Care

You must be under the care of a provider authorized to prescribe drugs if you are taking prescription medications for a behavioral health condition.

- It is recommended that psychiatric medication management services be provided by a psychiatrist.
- Most non-medical behavioral health providers (e.g., clinical psychologists, clinical social workers, marriage & family therapists, psychiatric nurse specialists) do not need a physician referral and supervision.
- Pastoral and Mental Health Counselors **do require** a physician referral and supervision prior to being seen.
- Your provider is expected to consult/refer you to a physician for treatment of a condition that co-exists with your behavioral health condition.

